

FIG. 1

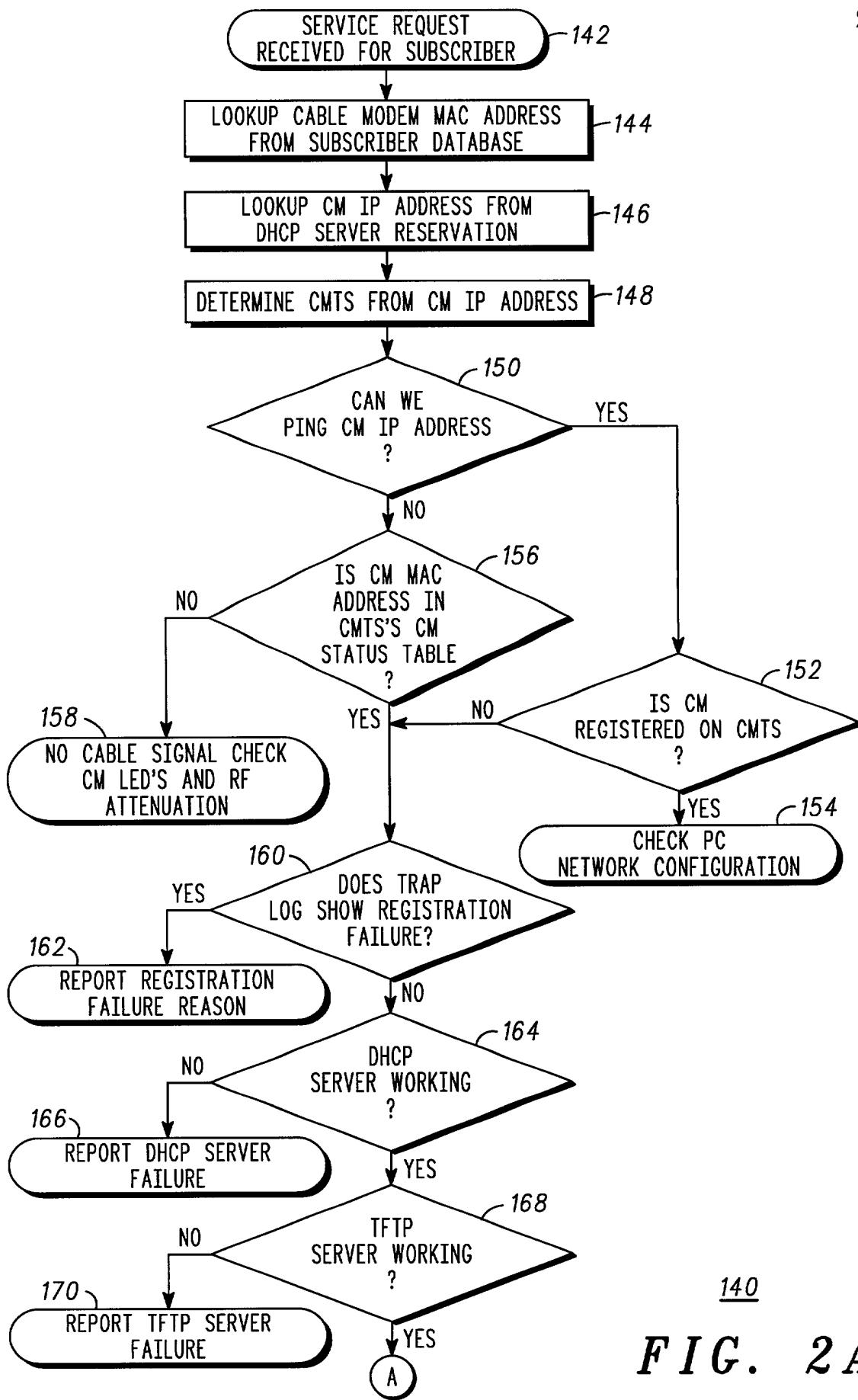


FIG. 2A

FIG. 2B

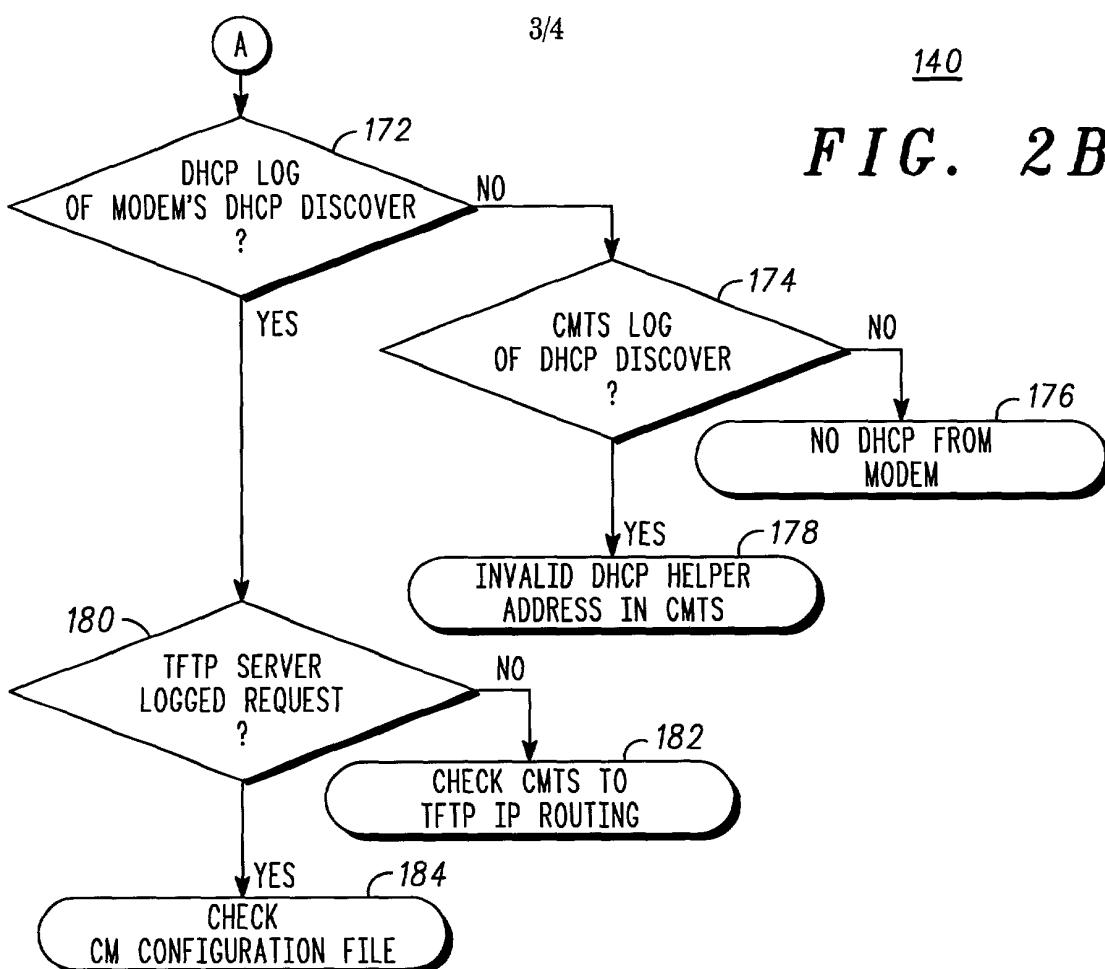


FIG. 3

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CABLE MODEM SERVICE STATUS		
11/05/99	12:45	SERVICE REQUEST INITIATED BY SUBSCRIBER
11/05/99	12:47	SERVICE REQUEST RECEIVED
11/05/99	12:55	DIAGNOSING MODEM.....
11/05/99	13:08	MODEM DIAGNOSIS COMPLETED
11/05/99	13:14	CALLBACK TO 847-576-0547 WILL BE ATTEMPTED
11/05/99	13:18	CALLBACK COMPLETED

FIG. 4

CABLE MODEM SERVICE STATUS		
11/05/99	12:45	SERVICE REQUEST INITIATED BY SUBSCRIBER
11/05/99	12:47	SERVICE REQUEST TIME OUT: UNABLE TO PROCESS
11/05/99	12:47	PLEASE CALL 800-324-1700 FOR CUSTOMER SUPPORT

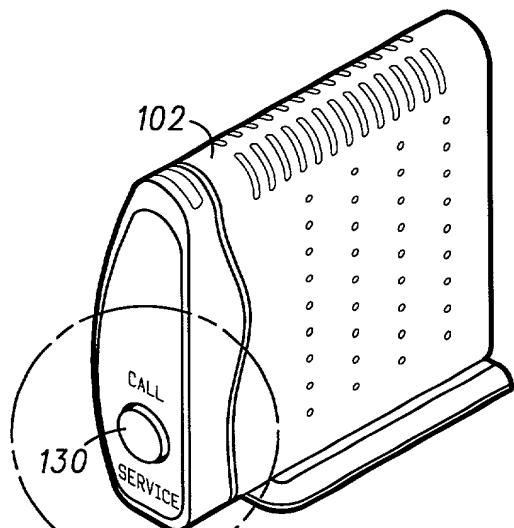


FIG. 5A

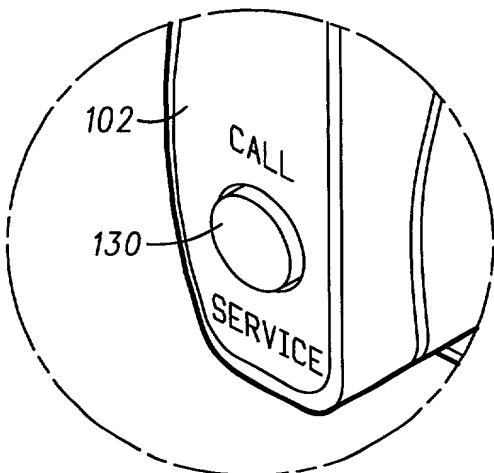


FIG. 5B

FIG. 6

 **MOTOROLA**
BROADBAND COMMUNICATIONS SECTOR

HOME-PRODUCT CATALOG-CONTACT US-SITE MAP-EMPLOYMENT SEARCH GO

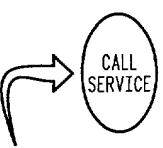
PRODUCTS

PRODUCTS

BCS MANUFACTURES AND MARKETS PRODUCTS AND TECHNOLOGIES TO DELIVER END-TO-END SOLUTIONS FOR BROADBAND SYSTEMS THAT PROVIDE ANALOG AND DIGITAL VIDEO, HIGH-SPEED DATA, AND IP TELEPHONE SERVICES OVER CABLE, WIRELESS AND SATELLITE NETWORKS. FOR DETAILED PRODUCT INFORMATION, VISIT [OUR PRODUCT CATALOG](#).

DIGITAL SYSTEMS GROUP

THE DIGITAL SYSTEMS GROUP (DSG) BUSINESS IS HELPING THE CABLE TELEVISION INDUSTRY USHER IN A NEW ERA OF INTERACTIVE DIGITAL TELEVISION THROUGH ITS ADVANCED DIGITAL CABLE SYSTEMS AND SET-TOP TERMINALS. INTEGRATED HARDWARE AND SOFTWARE SOLUTIONS GREATLY INCREASE THE AMOUNT OF INFORMATION THAT CABLE OPERATORS CAN DELIVER TO CONSUMERS' HOMES, ENABLING OPERATORS TO DELIVER DIGITAL QUALITY VIDEO AND AUDIO, GREATER CONTENT AND NEW INTERACTIVE SERVICES LIKE HIGH-SPEED INTERNET ACCESS, FULL VIDEO-ON DEMAND, ELECTRONIC STOREFRONT APPLICATIONS AND ENHANCED BROADCASTS.


PUSH HERE
IF YOU NEED SERVICE,
WE WILL RUN DIAGNOSTIC
TESTS AND THEN WE WILL
CALL YOU BACK